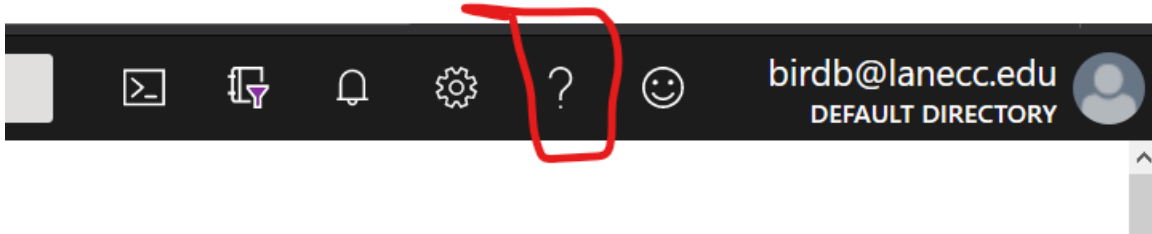


Submitting a Microsoft Azure Support Request

1. Go to portal.azure.com and sign in using your LCC e-mail address.
2. Click on the “?” button.






3. Select “Help + Support”.

Help



Support resources

 Ask the Azure community 

 Check Azure service issues

 Explore Azure documentation 

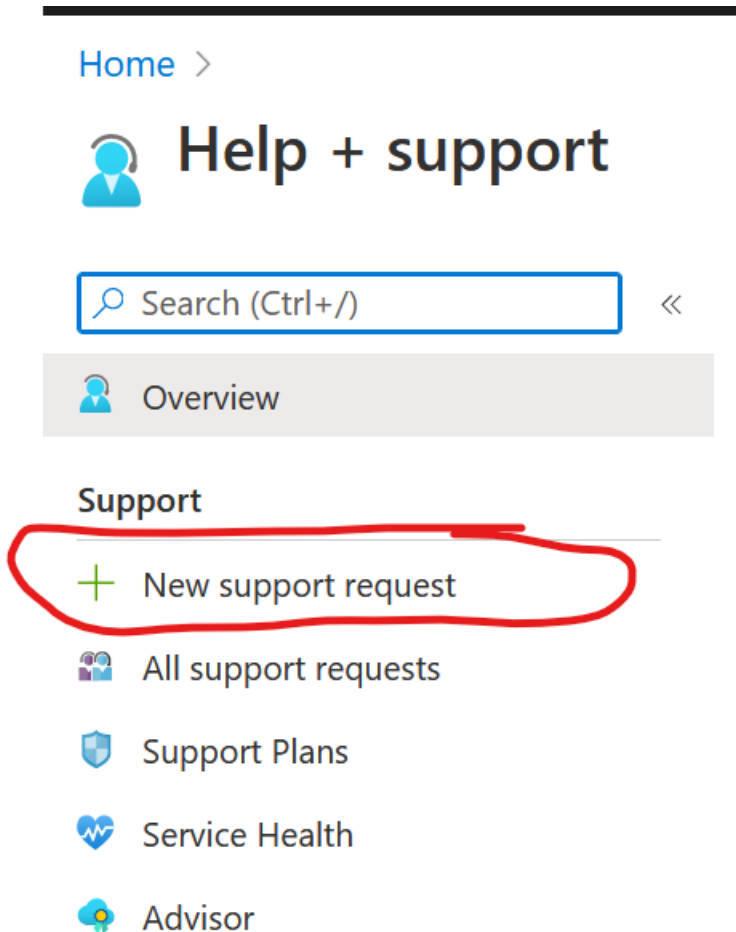
 Resolve billing issues 

Need more help? Visit the help and support center to create and manage support requests and support plans.

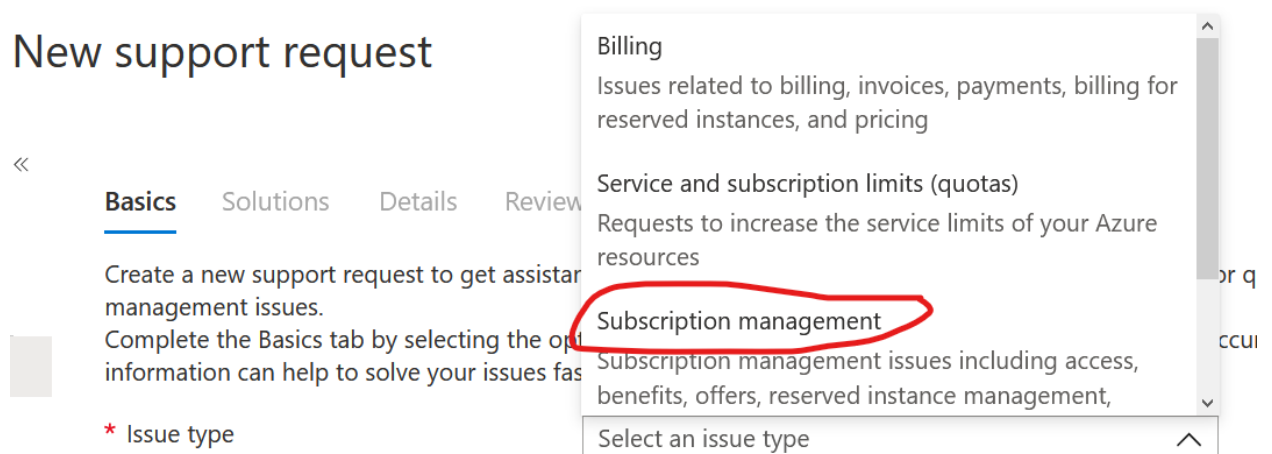
Help + support

Submitting a Microsoft Azure Support Request

4. Select "New Support Request".



5. Select "Subscription Management" as the issue type.



Submitting a Microsoft Azure Support Request

6. Select the entries shown below and give a brief summary of the issue, click “Next: Solutions >>” to go to the next screen.

Basics Solutions Details Review + create

Create a new support request to get assistance with billing, subscription, technical (including advisory) or quota management issues.
Complete the Basics tab by selecting the options that best describe your problem. Providing detailed, accurate information can help to solve your issues faster.

* Issue type

* Subscription [Can't find your subscription? Show more](#)

* Summary

* Problem type


* Problem subtype

[Next: Solutions >>](#)

7. Skip to the next screen by clicking “Next: Details >>”

Basics **Solutions** Details Review + create

Want a solution right now?
Try following the recommended steps below. These solutions are written by Azure engineers, and will solve most common issues.

 **Recommended Solution**

Your Azure subscription can get disabled because your credit has expired, you reached your spending limit, have an overdue bill, hit your credit card limit, or because the subscription was cancelled by the Account Administrator. Refer below on how you can re-enable your subscription [Learn more: Reactivate Azure subscription](#)

Recommended Steps

Re-enable your Azure Subscription (subscription was accidentally cancelled)
The [Account Administrator](#) can reactivate a cancelled Pay-As-You-Go subscription in the Account Center

1. Sign in to the [Account Center](#)

[<< Previous: Basics](#) [Next: Details >>](#)

8. Enter the date of the issue, subscription ID, and write your request.

Submitting a Microsoft Azure Support Request

Basics Solutions **Details** Review + create

Information provided on this tab will be used to further assess your issue and help the support engineer troubleshoot the problem. Verify the contact information before moving to the Review + Create.

PROBLEM DETAILS

Problem Start Date

* Subscription ID ✓

Reason for re-enabling ✓

<< Previous: Solutions Next: Review + create >>

9. Click "Create". You're done!

Basics Solutions Details **Review + create**

BASICS

Issue type	Subscription management
Subscription	Azure for Students (441321a4-d9a6-43ff-a56e-5ae054e43ea6)
Service	Subscription Management
Problem type	Cancel, switch or re-enable my subscription
Problem subtype	Re-enable my subscription
Summary	My subscription expired. I am a college instructor and still need this subscription for teaching classes.

TERMS, CONDITIONS AND PRIVACY POLICY

<< Previous: Details **Create**

Submitting a Microsoft Azure Support Request